

I claim:

30
41
5 1. In a system including a computer network communicatively coupling a plurality of casino properties, a computer implemented method for tracking patronage of a plurality of customers, each of the customers assigned an account, the method comprising:

storing a portion of the customer accounts in each of a plurality of databases, each database associated with one of the casino properties and communicatively coupled to the network at the casino property;

10 receiving at the database of a first casino property customer betting activity data from a second casino property; and

updating the customer's account in the database of the first casino property, including updating the customer's theoretical win profile as a function of the betting activity.

15 2. In a system including a computer network communicatively coupling a plurality of casino properties, a computer implemented method for rewarding patronage of a plurality of customers, each of the customers assigned an account, the method comprising:

storing a portion of the customer accounts in each of a plurality of databases, each database associated with one of the casino properties and communicatively coupled to the network at the casino property;

20 receiving at a first database of a first casino property a request from a second database at a second casino property for a customer's theoretical win profile from a customer account stored in the first database; and

transmitting the customer's theoretical win profile from the first database to the second database.

3. The method of claim 1 or 2, further comprising:

for each customer, accumulating points in the customer's account as a function of monetary value of the customer's betting activity at any of the casino properties.

4. A system for tracking customer activity at a plurality of casino properties using customer accounts and customer IDs, the system comprising:

a local computer system at each of the casino properties;

a communications network communicatively coupling the local computer systems;

at least one input device at each casino property and coupled to the local computer system for transmitting customer activity data received at the input device, including a customer ID and any customer betting activity, to the local computer system;

a management system coupled to each of the local computer systems for receiving the customer activity data from the coupled input devices, the management system being further coupled to a distributed database for selectively retrieving customer account data from the distributed database associated with the customer ID, and selectively updating the retrieved customer account data with the received customer activity data from the coupled input device; and

a distributed database comprising:

a plurality of customer accounts for the customers, each customer account having an associated customer ID, and customer activity data including an accumulated point balance, and a theoretical win profile generated from the betting activity of the customer at any of the plurality of casino properties; and

a database management program for receiving customer activity data from each casino property and updating the customer accounts of the distributed database, including the accumulated point balance and the theoretical win profile each customer account, to reflect customer activity data at the plurality of casino

56
AZ

properties, and providing selected customer activity data to a local computer system at a casino property through the management system coupled to the local computer system.

5 5. A method for making a theoretical win profile of any of a plurality of customers available at a plurality of casino properties, the method comprising:

at each of the casino properties, storing in a local database a plurality of customer accounts for a portion of the customers, each customer account in the local database associated with a customer ID and a theoretical win profile;

10 in response to an input of a customer ID to a computer system at a first casino property, retrieving from the local database of a second casino property the theoretical win profile from the customer account associated with the input customer ID;

receiving at the first casino property, customer betting activity data of the customer associated with the customer ID; and

15 updating the theoretical win profile of the customer account in the local database of the first casino property as a function of the received customer betting activity and the retrieved theoretical win profile.

20 6. A computer implemented method for tracking patronage of customers, the method comprising:

storing at each casino property a database of customer accounts, each customer account associated with a customer, each of the databases communicatively coupled to a computer network;

receiving via the network at the first database of a first one of the casino properties, customer betting activity data from a second casino property; and

25 updating in the customer's account in the first database a theoretical win profile as a function of the received customer betting activity data.

7. A system for tracking patronage of a plurality of customers at a plurality of casino properties, the system comprising:

a local computer system at each of the casino properties, each local computer system including a local database storing accounts for a portion of the plurality of customers, each account associated with a customer and a theoretical win profile generated as a function of betting activity of the customer at any of the plurality of casino properties;

for each local computer system, a database management program communicatively coupled to the local database of the local computer system, for receiving customer betting activity data of a customer, for updating the theoretical win profile of the customer in the customer's account in local database; and

a communications network communicatively coupling each of the local computer systems, allowing the local databases to communicate to each other customer betting activity of a customer or a customer's theoretical win profile.

8. The system of claim 7, further comprising:

a plurality of gaming machines at each casino property, each gaming machine communicatively coupled to the local computer system for transmitting customer betting activity data received at the gaming machine to the local computer system.